

### Grievance Procedure Review checklist

Program/Program Year: \_\_\_\_\_

The following items are **mandatory** for program staff to have as part of their program:

- Grievance procedures are part of the member service agreement.
- Members are required to read and sign a copy of the grievance procedures.
- Commission ensures that grievance procedures address each of the following required components:
  - Grievance filed within one year of alleged occurrence.
  - Grievance hearing held within 30 calendar days of filing a grievance.
  - Decision made within 60 calendar days of filing a grievance.
  - Hearing conducted by a person not involved in previous decisions on the issue.
  - Grievant can request binding arbitration if decision is adverse to grievant or if decision is not reached within 60 calendar days.
  - Binding arbitration hearing is held within 45 days after request for arbitration or within 30 days after CEO appoints arbitrator,
  - Within 30 days of the binding arbitration hearing, there is a decision
- Commission maintains records of its review of sub grantees' grievance procedures.
- Commission holds sub grantees accountable for making any needed revisions in their grievance procedure.
- Other

Notes:

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